IMPLEMENTATION OF
STANDBY MODE ON DOECOE WORKSTATIONS
Frequently Asked Questions

The following is provided as supplemental information to enhance your understanding of Standby Mode which is being implemented on all DOECOE workstations.

Q1. Why is Standby Mode being implemented?
A1. Standby Mode provides power savings, which converts to cost and energy savings.

Q2. How will Standby Mode be implemented on my workstation?
A2. Configuration of Standby Mode will be done remotely. Once configured, Standby Mode will initiate after 30 minutes of computer inactivity, such as when you are away from your computer at a meeting or at lunch.

Q3. How do I know if my workstation is in Standby Mode?
A3. After 30 minutes of inactivity your monitor will go blank which is the indicator that your computer is in Standby Mode. For some desktops the power light will also be flashing.

Q4. What do I need to do to get out of Standby Mode?
A4. Click the mouse or press any key on the keyboard. On a small number of workstations, if clicking the mouse or pressing a key on the keyboard does not work, momentarily pressing and releasing the power button on the computer will restore normal system operation.

Q5. How does Standby Mode work for pilot customers using RSA Tokens to unlock their workstation?
A5. Use of RSA Tokens to unlock workstations is being tested and additional information is forthcoming.

Q6. How do I request an exception to Standby Mode?
A6. Contact the Enterprise Service Center (see Q8) to obtain the "Non-Standard DOE IT Services Request Form."

Q7.   Will Standby Mode be implemented on all DOECOE workstations, including Field locations?

A7.   Standby Mode is being implemented in a phased approach, first at Headquarters and then, following some additional transition activities and testing, at Field locations.

Q8.   If I experience problems, where can I get assistance?

A8.   Please contact the Enterprise Service Center as follows:

Headquarters:
- Phone: 301-903-2500
- Toll Free: 866-834-6246
- Email: ESC.ServiceDesk@hq.doe.gov

Field Locations:

- Phone: 505-845-4357
- Toll Free: 888-231-5529
- Email: EnterpriseServiceCenter@doeal.gov